

FEATURING BEST PRACTICES OF STATE AGENCIES AND INSTITUTIONS OF THE COMMONWEALTH OF VIRGINIA

The Quality Work Group

Increased Effectiveness and Efficiencies

**Department of Forestry
implemented this best practice
in 1996**

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
32 Support resources
322 Enhance/upgrade organizational capabilities

- 4. Increase effectiveness and efficiency
- 5. Administrative support
- 6. 322 and 331

Best Practice Summary (how it works, how you measure it)

Representatives of all major agency units meet monthly to address problems and issues relating to organizational communications, procedures, training, safety and innovation. These representatives (i.e., The Quality Work Group) solicit ideas and suggestions from all agency personnel, select those of greatest merit, formulate specific recommendations for action by agency decision makers, distribute detailed accounts of all proceedings and outcomes, and document them in a database.

Success is apparent from the continual flow of meritorious ideas; the professional analysis, formulation and advocacy of resulting recommendations; the high rate of acceptance and implementation; and the thorough documentation and communication of proceedings and results.

Impact on the Process Organizational Performance (OUTCOMES)

Impacts include:

- (1) implementation of five recommendations concerning accident prevention involving heavy equipment use
- (2) correction of a code violation relating to emergency response vehicle equipment
- (3) establishment of a safety officer
- (4) pilot testing of several new alternatives to existing equipment, tools, accessories and safety procedures
- (5) improvement, streamlining and clarification of more than ten established agency procedures and programs
- (6) enhanced communications, equipment and procedures for emergency response
- (7) additional training for: emergency vehicle operators, special equipment handlers, and field team leaders
- (8) improved product delivery
- (9) Quality Work Group representation on the agency management team and
- (10) agency-wide acknowledgment of improved communications

Best Practice Qualification

This qualifies as a best practice based on the:

- (1) expert internal review by the agency management team

- (2) greatly improved organizational efficiency in solving problems and resolving issues relating to safety, training and communications
- (3) formal survey results documenting a broad organizational consensus that this is a superior practice, and
- (4) increasing reliance on this practice for providing administrative support.

For Additional Information

Department of Forestry
P.O. Box 641
Haysi, VA 24256

Steve Counts
(540) 926-6029
countss@dof.state.va.us

Agency management team
Bettina Ring
(804) 977-1375, Extension 3390
ringb@dof.state.va.us